World's Finest Chocolate Success Story:

itelligence Sweetens World's Finest Software

» itelligence took our direction, added their levels of expertise and developed a final plan that was clear, detailed and achievable. Most importantly, they performed and executed through every obstacle and roadblock with the utmost professional effort and demeanor, which allowed us to overachieve on all our milestones and goals, from beginning to end. «

– Michael Mestan, Senior Account Executive, World's Finest Chocolate

Family owned and based in Chicago, World's Finest® Chocolate (WFC) has over 75 years of experience and prides itself on being one of nine American companies that manufactures chocolate directly from the bean. With the most modern machinery, dedicated employees and the finest ingredients, WFC consistently delivers the perfect balance of flavor, texture and color.

WFC uses state-of-the-art technology and high-volume production efficiencies to provide the capacity, consistency, quality, versatility and dependability to make its expertise available to a wide variety of production opportunities. In fact, their facility has the capability to churn out nearly 200,000 pounds of chocolate per day.

Project:
WFC first implemented SAP in 1999 and had not executed any upgrades since the initial implementation. The software WFC was running, SAP 4.5b, was no longer supported by SAP, which put them at risk if malfunctions were to happen. They were also running antiquated processes without the ability to add new ones to the fold. With its immense growth since the initial implementation of the software, WFC was forced to build custom processes in order to meet business requirements.

Based on deep knowledge and expertise in regards to SAP, itelligence was tapped to upgrade WFC's systems to support updated SAP systems that improve overall business functions and establish platforms that account for future growth.

NTT DATA Business Solutions

itelligence

World's Finest Chocolate, Candy and Confections, Chicago, Illinois
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Name:
World's Finest Chocolate

Headquarters:
Chicago, Illinois

Location:
Chicago, Illinois

Products / Services:
Candy and Confections

Industry:
Food Manufactoring

Employees:
285

Revenue:
$150 million

Web site:
www.worldsfinestchocolate.com

The itelligence Difference:

The solution presented by itelligence included an upgrade to ECC6.0/SP24/EhP7, UNICODE conversion, a change from an Oracle Database to SQL and a shift from physical servers to a virtual landscape. In order to minimize downtime for WFC, itelligence laid out a phased plan that would take place over several weekends with the business continuing to operate between the individual upgrades.

The phased implementation began on the weekend of May 2, 2014 with an upgrade to the Oracle database. The weekend of May 9 the team performed the ECC 6.0/SP22 upgrade, and on May 11 the Unicode conversion began. From May 16-19 the Oracle to SQL database import was completed. The final phase took place from May 23-26 with the Eh7.1 upgrade.

"This was a monumental initiative for World's Finest Chocolate and actually overlapped other significant corporate initiatives, yet the implementation was virtually transparent to the majority of the company," said Michael Mestan, Senior Account Executive, World's Finest Chocolate. "I had several visions of how we could execute on such a daunting task while satisfying business operations and meeting our timeline and budget requirements. itelligence took our direction, added their levels of expertise and developed a final plan that was clear, detailed and achievable. Most importantly, they performed and executed through every obstacle and roadblock with the utmost professional effort and demeanor, which allowed us to overachieve on all our milestones and goals, from beginning to end."

The entire project finished on time, came in on-budget, and included minimal downtime for WFC. In fact, the upgrade was invisible to WFC's C-Suite and no technical resources (not associated with the project itself) were needed of the company while it was underway.

Outcomes:

Making the switch to the most current SAP functionalities ensures that WFC is running a system that is supported by SAP, which cuts down on security risks and possible lagging downtime due to any malfunction. The upgrade also improved the performance of many of its processes, in addition to setting itself up for future enhancements. For example, WFC can now take advantage of SAP's newest products, such as SAP HANA.

"We are now positioned for considerable expansion as the business requires, and we've developed a tremendous relationship with a trustworthy partner," said Mestan. "It was one of the most complex projects I've had to lead over my years but the effort and expertise on both sides, working in total unison, made this a glowing success story for WFC."

WFC is currently interested in future projects from itelligence that relate to archiving, SAP Solutions Manager, improvement of functionality with elimination of customized programs and enabling new functionality to assist with Business Process Improvements.